PRODUCTIVITY REVENUE GROWTH Operation Objectives (copy from Vision) Operation Goals + Product Goals + Marketing Goals = Future Vision Goal (copy from Plan) VE FOR FLOW OR OBJECTIVE FOR COST OR OBJECTIVE FOR GROWING OBJECTIVE FOR GROWING OBJECTIVE FOR GROWING OBJECTIVE FOR GROWING

OBJECTIVE FOR FLOW OR HIGHER UTILIZATION

Goal

OBJECTIVE FOR COST OF QUALITY

Goal

DBJECTIVE FOR GROWING CUSTOMER BASE

Goal

OBJECTIVE FOR GROWING CUSTOMER SPEND

Goal

EJECTIVE FOR GROWING
CUSTOMER BASE
CUSTOMER SPEND

Goal Goal

Product A

PRODUCT:

Product A Strategy (see Plan)

Necessary Condition 1

Necessary Condition 2

Market Need Brand Availability Availability Price Quality Features Relationships Service

Product B

PRODUCT:

4 Product B Strategy (see Plan)

Necessary Condition 1

Necessary Condition 2

Market Need Brand Availability Relationships

From Vision 'Future

Operations

Operations' Strategy 1 (see Plan)

From Vision 'Future

Necessary Condition 2

Necessary Condition 1

MANAGEMENT SYSTEMS		PRIORITY
Stock-Outs		
Lead Time		
Cycle Times		
Work in Progress		
Parts Inventory		
Finished Inventory		

Operations' Strategy 2 (see Plan)

Necessary Condition 1

Necessary Condition 2

VALZEN DDOLEGTO

KAIZEN PRUJECTS	PKIUKITY
1.	
2.	\bigcirc
3.	
4.	\bigcirc

Brand

6 Brand Strategy (see Plan)

Necessary Condition 1

Necessary Condition 2

Tactics - Adverts/Promos/Tradeshows

- 1.
- 2.
- 3.
- 4.
- 5.

Sales & Support

5 Sales & Support Strategy (see Plan)

Necessary Condition 1

Necessary Condition 2

CUSTOMER SUPPORT SYSTEMS	PRIORITY	
First Call Resolution		
Response Time		
Churn		\bigcirc
Service Calls		\bigcirc

LEADERSHIP

Communication Skill Decision Making Skill

TEAMWORK

Managing Teams Skills Organizing Work Skills Knowledge

People

Management Skills Workforce Planning Skills

INDIVIDUAL GROWTH

'Meaning' Skills Autonomy Skills Growth Skills Impact Skills Connection Skills

PLANNING

Analysis Skills Design Skills Elaboration Skills

Process

EXECUTION

Work Visibility Skills Prioritization Skills Dependency Management Skills

Hand-Off Management Skills

EVALUATION

Data Collection Skills Analysis Skills Continuous Improvement Skills System Change Skills